

CIA INTERNAL USE ONLY

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15 November 1962

MEMORANDUM FOR: Deputy Comptroller

SUBJECT: 9 November Payroll Telephone Calls

1. The first payday, 9 November, under the new pay rates resulted in 296 telephone calls to the Payroll Branch. The reasons for these calls were as follows:

	Percent
a. Information about pay raise	25
b. Over or under payment	50
c. Leave questions	20
d. Miscellaneous	5
	<u>100</u>

2. There is a rapidly growing increase in the number of calls concerning leave balances, especially questions as to how much leave is to be taken or lost. One official on Colonel White's staff insisted that the Payroll office should keep him informed of his balance (any loss of leave or misunderstanding is the fault of Payroll, he stated). Such calls materially slow down payroll activities. I recommend a notice be sent out suggesting how employees could determine balances from the earnings statement and to refer questions to their Administrative Officer.

15/

[Redacted]

STATINTL

STAT

Orig. to C/TAS

"How about a notice

per

[Redacted]

suggestion?

5/PAH

[Redacted]

STATINTL